

Exhibit 300 (BY2008)

PART ONE	
OVERVIEW	
1. Date of Submission:	2006-11-07
2. Agency:	015
3. Bureau:	45
4. Investment Name:	Counsel Automated Systems Environment (CASE)
5. UPI:	015-45-01-12-01-2265-00
6. What kind of investment will this be in FY2008?	
Operations and Maintenance	
7. What was the first budget year this investment was submitted to OMB?	
FY2001 or earlier	
8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.	
<p>Counsel Automated Systems Environment (CASE) is a fully integrated steady-state automation initiative that encompasses not only office automation tools and custom applications utilized by attorneys, but also the hardware/software infrastructure including staff costs to support ongoing maintenance of CASE. CASE meets unique needs that are out of scope of the current IRS modernization efforts, plans, and schedules. Noteworthy, since the implementation of CASE, Counsel attorneys' and other Counsel personnel have used it extensively, making it a vital tool for Counsel employee's to use to accomplish their goals effectively and efficiently. CASE affects approximately 2500 Counsel employees' nationwide and their ability to support Counsel's 90,000 plus customers in the IRS</p>	
9. Did the Agency's Executive/Investment Committee approve this request?	
yes	
9.a. If "yes," what was the date of this approval?	
2006-08-09	
10. Did the Project Manager review this Exhibit?	
yes	
11. Project Manager Name:	
Streeter, Christipher	
Project Manager Phone:	
202-874-1972	
Project Manager Email:	
Christipher.M.Streeter@irsounsel.treas.gov	
12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.	
yes	
12.a. Will this investment include electronic assets (including computers)?	
yes	
12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
no	
13. Does this investment support one of the PMA initiatives?	
yes	
If yes, select the initiatives that apply:	
Expanded E-Government	

13.a. Briefly describe how this asset directly supports the identified initiative(s)?	
Counsel Automated Systems Environment (CASE) supports Expanded e-Government by providing infrastructure & Support necessary for Chief Counsel Attorneys to deliver the legal expertise necessary for the IRS to fulfill its commitments on Expanding eGovernment. This goal is one of the five key elements of the President's Management Agenda (PMA). Counsel's role in this initiative encompasses all four eGovernment portfolios: Government to Citizen (G2C); Government to Business (G2B); Government to Government (G2G); and Internal Efficiency and Effectiveness (IEE).	
14. Does this investment support a program assessed using OMB's Program Assessment Rating Tool (PART)?	
no	
15. Is this investment for information technology (See section 53 for definition)?	
yes	
16. What is the level of the IT Project (per CIO Council's PM Guidance)?	
Level 2	
17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)	
(1) Project manager has been validated as qualified for this investment	
18. Is this investment identified as high risk on the Q4 - FY 2006 agency high risk report (per OMB's high risk memo)?	
yes	
19. Is this a financial management system?	
no	
19.a.1. If yes, which compliance area:	
19.b. If yes, please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A11 section 52.	
20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)	
Hardware	13
Software	1
Services	70
Other	16
21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	
22. Contact information of individual responsible for privacy related questions.	
Name	
Phone Number	
Title	
Email	
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	
yes	
SUMMARY OF SPEND	
1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE	

Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

All amounts represent Budget Authority

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 & Earlier	PY	CY
	-2005	2006	2007
Planning Budgetary Resources	0.000	0.000	0.000
Acquisition Budgetary Resources	0.000	0.000	0.000
Maintenance Budgetary Resources	142.415	12.877	14.339
Government FTE Cost	145.885	14.159	14.159
# of FTEs	0	0	0

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

no

3. If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes.

PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

Table 1

	Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
1	2004	IRS goals to 1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's	Increase Full-Time Equivalent (FTE) FTE at a slower rate (2%) while accelerating tax court closures (5%).	Tax Court Litigation Program '03: Full-Time Equivalent (FTE) FTEs Expended = 566. Receipts = 21,132. Closures = 19,882.	Increase cases closed (5%). Data tracked is based on the count of cases closed during the quarter, Full-Time Equivalent (FTE) FTE data entered, and is reported cumulatively during the fiscal year.	In '04, Full-Time Equivalent (FTE) FTE = 546, -4% from '03. Receipts = 23,915, +13% from '03. Closures = 22,906, +15% from '03. Tax Court data is tracked cumulatively and extracted from Counsel Automated Systems

		Finances Effectively".				Environment (CASE) - Management Information System (MIS) on a quarterly basis.
2	2004	IRS goals to 1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Maintain the timeliness rate to goal of 90 percent of cases closed within 90 days while experiencing varying/increasing workload levels and greater complexity of case workload.	Legal Advice Programs '03: FTEs Expended = 583. Closures = 13,870. Timeliness = 92%	Increase number of cases completed, and continue to meet the timeliness goal of 90%.	In '04, Full-Time Equivalent (FTE) FTE = 621, +7% from '03. Closures = 14,026, +1% from '03. Timeliness = 93%, +1% from '03. Legal Advice data is tracked cumulatively and extracted from Counsel Automated Systems Environment (CASE) - Management Information System (MIS) on a quarterly basis.
3	2004	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Increase Published Guidance Items published (3%).	Published Guidance '03: Full-Time Equivalent (FTE) FTEs Expended = 247. Published Guidance Items Published = 332	Increase the number of Published Guidance Items published (3%).	In '04, Full-Time Equivalent (FTE) FTE = 217, -12% from '03. Published Guidance Items Published = 320, -4% from '03. Published Guidance Items Published are tracked cumulatively and extracted from Counsel Automated Systems Environment (CASE) - Management Information System (MIS) on a quarterly basis.
4	2005	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Full-Time Equivalent (FTE) will remain relatively constant (less than 1% increase) while tax court closures remain relatively constant	Tax Court Litigation Program '04: Full-Time Equivalent (FTE) FTEs Expended = 546. Receipts = 23,915. Closures = 22,906.	Maintain constant level of tax court cases closed. Data tracked is based on the count of cases closed during the quarter, Full-Time Equivalent (FTE) data entered, and is reported cumulatively during the fiscal year.	Data available only through Quarter 2 FY2005. Results are compared to Quarter 2 FY2004; In '05 Quarter 2, Full-Time Equivalent (FTE) FTE = 296, +8% from '04 Quarter 2; Receipts = 12,298, +10%; Closures = 12,759, +10%.
5	2005	1) Improve Taxpayer Service and 2)	Maintain the timeliness rate to goal of 90 percent of	Legal Advice Programs '04: Full-Time Equivalent	Maintain constant level of cases completed and	Data available only through Qtr 2 FY2005. Results are

		Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	cases closed within 90 days while experiencing varying/increasing workload levels and greater complexity of case workload.	(FTE) Expended = 621. Closures = 14,026. Timeliness = 93%	continue to meet the timeliness goal of 90%.	compared to Quarter 2 FY2004; In '05 Quarter 2, Full-Time Equivalent (FTE) = 301, -4% from '04 Quarter 2; Closures = 7,108, +6%; Timeliness = 93%, 0%;
6	2005	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Increase Published Guidance Items Published by 3%.	Published Guidance '04: Full-Time Equivalent (FTE) Expended = 217. Published Guidance Items Published = 320.	Increase the number of Published Guidance Items published (3%).	Data available only through Qtr 2 FY2005. Results are compared to Qtr 2 FY2004: In '05 Qtr 2, Full-Time Equivalent = 110, -4% from '04 Quarter 2. Published Guidance Items published = 187, +56%.
7	2006	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Increase Full-Time Equivalent (FTE) on the same level (3%) as tax court closures (3%).	Projected Tax Court Litigation Program '05: Full-Time Equivalent (FTE) Expended = 546. Receipts = 27,000. Closures = 22,900.	Increase cases completed (3%). Data tracked is based on the count of cases closed during the quarter, Full-Time Equivalent (FTE) data entered, and is reported cumulatively during the fiscal year.	
8	2006	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Maintain the timeliness rate to goal of 90 percent of cases closed within 90 days while experiencing varying/increasing workload levels and greater complexity of case workload.	Projected Legal Advice Programs '05: FTEs Expended = 622. Closures = 14,000. Timeliness = 90%	Increase number of cases completed, and continue to meet the timeliness goal of 90%.	
9	2006	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage	Increase Published Guidance Items published (5%).	Projected Published Guidance '05: FTEs Expended = 222. Published Guidance Items Published = 330.	Increase the number of Published Guidance Items published, and continue to meet the timeliness goal of (5%).	

		the U.S. Government's Finances Effectively".				
10	2007	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Increase FTE (6%) while increasing tax court closures (6%).	Projected Tax Court Litigation Program '06: FTEs Expended = 564. Receipts = 27,000. Closures = 23,600.	Increase cases closed (6%) Data tracked is based on the count of cases closed during the quarter, FTE data entered, and is reported cumulatively during the fiscal year.	
11	2007	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Maintain the timeliness rate to goal of 90 percent of cases closed within 90 days while experiencing varying/increasing workload levels and greater complexity of case workload.	Projected Legal Advice Programs '06: FTEs Expended = 643. Closures = 14,490. Timeliness = 90%	Increase number of cases completed, and continue to meet the timeliness goal of 90%.	
12	2007	1) Improve Taxpayer Service and 2) Enhance Enforcement of the Tax Law. Treasury goal to "Manage the U.S. Government's Finances Effectively".	Increase published guidance items published (17%).	Projected Published Guidance '06: FTEs Expended = 233. Published Guidance Items Published = 346.	Increase the number of Published Guidance items published (17%).	

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the FEA Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

Table 2

Fiscal Year	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
-------------	------------------	----------------------	-----------------------	----------	-------------------------------------	----------------

EA

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

Although Counsel Automated Systems Environment (CASE) predates the IRS Enterprise Architecture (EA), the IRS EA did "grandfather" CASE in by explicitly adopting it in the "As Built Architecture" (ABA) section of the IRS EA. In 2004, the IRS updated its Enterprise Architecture (version 2.5) and explicitly set forth the operation of CASE (see excerpt below). IRS utilizes capital planning investment control process to ensure projects conform to the IRS Enterprise Architecture/Treasury Enterprise Architecture (EA) /Framework (TEAF).

3. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

	Agency Component Name	Agency Component Description	Service Type	Component	Reused Component Name	Reused UPI	Internal or External Reuse?	Funding %
1	Self-Service	User may initiate Help Desk Ticket	Customer Initiated Assistance	Self-Service			No Reuse	3
2	Online Help	CASE has online help built into products.	Customer Initiated Assistance	Online Help			No Reuse	3
3	Configuration Management	System tracks the current configuration and changes requests.	Management of Processes	Configuration Management			No Reuse	3
4	Requirements Management	System tracks requirements entered in to the system design functions	Management of Processes	Requirements Management			No Reuse	3
5	Program/Project Management	System has sophisticated project tracking and project management	Management of Processes	Program / Project Management			No Reuse	3

		components to track development of regulations and system upgrades.						
6	Network Management	Tracks networks performance and current status of Counsel wide area network.	Organizational Management	Network Management			No Reuse	3
7	Case Management	CASE has a CASE-MIS Uniformed Issue list tracking.	Tracking and Workflow	Case Management			No Reuse	3
8	Document Imaging and OCR	Counsel scans large volumes of taxpayer case related data.	Document Management	Document Imaging and OCR			No Reuse	3
9	Document Revisions	Counsel produces legal documents related to specific taxpayers and redacted version of those documents.	Document Management	Document Revisions			No Reuse	3
10	Indexing	Pursuant to litigation discovery, CASE indexes taxpayer provided documents for quick reference during case trials.	Document Management	Indexing			No Reuse	3
11	Information Mapping/Taxonomy	CASE's Uniform Issue List (UIL) allows for Complete taxonomy for all our case/issue tracking.	Knowledge Management	Information Mapping / Taxonomy			No Reuse	3
12	Information Sharing	CASE allows documents to be stored on shared servers for multiple users to access and revise.	Knowledge Management	Information Sharing			No Reuse	3

13	Decision Support and Planning	CASE track historical data and allows projection of future revenue recovery and staffing levels.	Business Intelligence	Decision Support and Planning			No Reuse	3
14	Demand Forecasting/Mgmt	CASE track historical data and allows projection of future demands for services in different market segments.	Business Intelligence	Demand Forecasting / Mgmt			No Reuse	3
15	Standardized/Canned	CASE utilizes standard reports for reoccurring requests.	Reporting	Standardized / Canned			No Reuse	3
16	Data Exchange	CASE system exchanges addresses with IRS email systems and Treasury email systems.	Data Management	Data Exchange			No Reuse	3
17	Data Cleansing	system allows users to correct and update data.	Data Management	Data Cleansing			No Reuse	3
18	Loading and Archiving	CASE system data is archived off the system at critical intervals and loads data from Treasury and TLCATS systems.	Data Management	Loading and Archiving			No Reuse	3
19	Time Reporting	CASE has a time reporting function for reporting the amount of time spent on administrative functions as well as individual cases. This allows management to make accurate projections for future needs.	Human Resources	Time Reporting			No Reuse	3

20	Software Development	CASE has tools for development of custom applications.	Development and Integration	Software Development			No Reuse	3
21	Identification and Authentication	CASE has unique identifiers for each user and require authentication for access.	Security Management	Identification and Authentication			No Reuse	3
22	Digital Signature Management	CASE has digital signature capability for its electronic mail	Security Management	Digital Signature Management			No Reuse	3
23	Cryptography	CASE has encryption on network lines, password files, and email system	Security Management	Cryptography			No Reuse	3
24	Audit Trail Capture and Analysis	CASE has audit trails and analysis tools.	Security Management	Audit Trail Capture and Analysis			No Reuse	3
25	Access Control	CASE has roles and privilege management associated with users and administrators.	Security Management	Access Control			No Reuse	3
26	Access Control	CASE has user management to manage user accounts.	Security Management	Access Control			No Reuse	3
27	Information Management	CASE uses secure card technology for remote access verification to a system	Knowledge Management	Information Sharing			No Reuse	3
28	Email	CASE has a nation wide email system.	Collaboration	Email			No Reuse	3
29	Query	Users may search CASE databases based on SQL queries.	Search	Query			No Reuse	3
30	Real Time/Chat	Users may use real time chat for collaboration.	Communication	Real Time / Chat			No Reuse	3

4. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	Service Area	Service Category	Service Standard	Service Specification (i.e., vendor and product name)
1	Self-Service	Service Access and Delivery	Delivery Channels	Intranet	Remedy
2	Online Help	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
3	Email	Service Access and Delivery	Access Channels	Wireless / PDA	Blackberry
4	Skills Management	Service Access and Delivery	Access Channels	Collaboration / Communications	MS Net Meeting
5	Real Time / Chat	Service Access and Delivery	Access Channels	Collaboration / Communications	MS Outlook
6	Loading and Archiving	Service Access and Delivery	Access Channels	Other Electronic Channels	HP-LDSU
7	Cryptography	Service Access and Delivery	Access Channels	Other Electronic Channels	System to System
8	Data Exchange	Service Access and Delivery	Access Channels	Other Electronic Channels	Windows 2000
9	Cryptography	Service Access and Delivery	Service Transport	Service Transport	File Transfer Protocol (FTP)
10	Cryptography	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	Safenet
11	Standardized / Canned	Service Platform and Infrastructure	Database / Storage	Database	Oracle
12	Information Mapping / Taxonomy	Service Access and Delivery	Service Requirements	Legislative / Compliance	Security
13	Software Development	Service Platform and Infrastructure	Database / Storage	Database	Oracle
14	Real Time / Chat	Service Access and Delivery	Access Channels	Collaboration / Communications	Microsoft, Outlook
15	Information Sharing	Service Access and Delivery	Service Transport	Supporting Network Services	Simple Network Management Protocol (SNMP)
16	Time Reporting	Service Platform and Infrastructure	Database / Storage	Database	Oracle
17	Document Revisions	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Microsoft, Windows 2000 SMS
18	Information Sharing	Service Access and Delivery	Service Transport	Service Transport	Microsoft, Windows 2000 SMS
19	Access Control	Service Access and Delivery	Service Transport	Supporting Network Services	Microsoft, Exchange
20	Document Revisions	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Microsoft, Windows 2000
21	Self-Service	Service Access and	Delivery	Intranet	Microsoft, Windows 2000

		Delivery	Channels		
22	Information Sharing	Service Access and Delivery	Service Transport	Service Transport	Transmission Control Protocol (TCP)
23	Travel Management	Service Platform and Infrastructure	Database / Storage	Database	Oracle
24	Document Revisions	Service Platform and Infrastructure	Support Platforms	Platform Independent	SUN J2EE
25	Document Revisions	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Microsoft Windows 2000 Servers
26	Data Cleansing	Service Platform and Infrastructure	Database / Storage	Database	Microsoft SQL Server
27	Document Revisions	Service Platform and Infrastructure	Delivery Servers	Web Servers	Internet Information Server
28	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Microsoft Source Safe
29	Requirements Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Oracle Designer
30	Program / Project Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Microsoft, Project
31	Software Development	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Oracle Designer
32	Real Time / Chat	Service Access and Delivery	Access Channels	Collaboration / Communications	Microsoft Exchange
33	Software Development	Service Platform and Infrastructure	Software Engineering	Test Management	Clearquest
34	Demand Forecasting / Mgmt	Service Platform and Infrastructure	Database / Storage	Database	Oracle
35	Software Development	Service Platform and Infrastructure	Software Engineering	Modeling	Rational Rose
36	Indexing	Service Platform and Infrastructure	Database / Storage	Database	Oracle
37	Query	Service Platform and Infrastructure	Database / Storage	Database	Summation
38	Decision Support and Planning	Service Platform and Infrastructure	Database / Storage	Database	Oracle
39	Software Development	Service Platform and Infrastructure	Database / Storage	Storage	IBM Storage Area Network (SAN)
40	Identification and Authentication	Component Framework	Security	Supporting Security Services	Microsoft Exchange (S/MIME)
41	Audit Trail Capture and Analysis	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Aeltia Enterprise Server
42	Cryptography	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Data Encryption Units
43	Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Cannon Scanner
44	Cryptography	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Brio
45	Software Development	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	CISCO IDS

46	Software Development	Service Platform and Infrastructure	Database / Storage	Database	Oracle
47	Software Development	Service Platform and Infrastructure	Database / Storage	Database	Summation
48	Network Management	Service Access and Delivery	Service Transport	Supporting Network Services	Microsoft Exchange (MIME)
49	Performance Management	Service Access and Delivery	Service Transport	Supporting Network Services	Microsoft Exchange (ESMTP)
50	Digital Signature Management	Component Framework	Security	Certificates / Digital Signatures	Microsoft Exchange
51	Cryptography	Component Framework	Security	Certificates / Digital Signatures	Microsoft Exchange
52	Identification and Authentication	Component Framework	Security	Supporting Security Services	Microsoft Windows 2000
53	Software Development	Service Platform and Infrastructure	Database / Storage	Database	Oracle
54	Software Development	Service Platform and Infrastructure	Database / Storage	Database	Oracle
55	Self-Service	Service Access and Delivery	Delivery Channels	Intranet	Microsoft Windows 2000
56	Real Time / Chat	Service Access and Delivery	Access Channels	Collaboration / Communications	Microsoft Exchange
57	Case Management	Service Platform and Infrastructure	Database / Storage	Database	Oracle

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

yes

5.a. If yes, please describe.

Counsel Automated Systems Environment (CASE) leverages existing components such as human resources applications. CASE continues to look for opportunities for appropriate leveraging. CASE utilizes IRS.gov as its interface for citizens.

6. Does this investment provide the public with access to a government automated information system?

no

PART THREE

RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

yes

1.a. If yes, what is the date of the plan?

2006-09-30

1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

no

COST & SCHEDULE

1. Was operational analysis conducted?

yes

1.a. If yes, provide the date the analysis was completed.

2006-09-30

What were the results of your operational analysis?

An operational analysis and e-Government review were completed 06/30/2006 and overwhelmingly revealed a positive response to Counsel Automated Systems Environment (CASE) from the user via the customer survey. The review also indicated that the system didn't require replacement. CASE continues to support Treasury and IRS strategic goals. The operational analysis and e-Government review is conducted annually by the Modernization and Information Technology Division Information Officer and the Chief Counsel Business Systems Partner. It consists of an analysis of the e-Service Level Agreement Compliance, Annual Customer Satisfaction Survey, statistics from Help Desk Reports, Quality assurance Problem Reports, the Counsel Business Performance Review, and budget reviews. The Planning and Management Division in the Associate Chief Counsel (Finance and Management), conducts the annual CASE Customer Satisfaction Survey and prepares the Counsel Business Performance Review. The Counsel BSP conducts the e-Government Strategy Review annually. The Counsel Help Desk personnel collect data for all problems within the Counsel infrastructure and applications, and provide weekly statistical reports to the Counsel Division Information Office (DIO) and Business Systems Planner (BSP). The Counsel Financial Management Division prepares a monthly Status of Allocation that is reviewed by the Counsel DIO to ensure all costs relating to CASE are properly allocated in Integrated Financial System (IFS). Additionally, the CFMD prepares quarterly Earned Value Analysis reports on costs, schedule, and performance of CASE.